

TEACHERS' RETIREMENT BOARD
BENEFITS AND SERVICES COMMITTEE

SUBJECT: APPROVAL OF MINUTES OF
MAY 7, 1998

ITEM NUMBER: 2

ATTACHMENT(S): 1

ACTION: X

DATE OF MEETING: June 4, 1998

INFORMATION: _____

PRESENTER(S): Chairperson

Please see the attached minutes of the May 7, 1998, Benefits and Services Committee meeting.

PROPOSED

MINUTES OF THE
BENEFITS AND SERVICES COMMITTEE MEETING
OF THE
STATE TEACHERS' RETIREMENT SYSTEM
THURSDAY, MAY 7, 1998
ROBYN D. MILLER BOARD ROOM
7667 FOLSOM BOULEVARD
SACRAMENTO, CALIFORNIA

COMMITTEE MEMBERS PRESENT

Yvonne Gallegos Bodle, Chairperson
Marty Mathiesen
Lillian Raffel
Emma Zink
Fred Buenrostro, representing the State Controller, Kathleen Connell
Richard Whitmore, representing the Superintendent of Public Instruction, Delaine Eastin

OTHER BOARD MEMBERS PRESENT

George Fenimore
Michael Mayer
Ted White, representing the State Treasurer, Matt Fong

STAFF PRESENT

James D. Mosman, CEO
Michael Carter, DCEO, Client Benefits and Services
Christopher W. Waddell, Chief Counsel
Jennifer DuCray-Morrill, DCEO, GAPD
Laurence Martin, DCEO, Information and Financial Systems
Peggy Plett, DCEO, Administration
Pete Hough, Ombudsman
Jan Vine, Executive Assistant

OTHERS PRESENT

Beverly Carlson, CTA

A quorum being present, Chairperson Bodle called the meeting to order at 9:05 a.m.

II. **APPROVAL OF MINUTES OF APRIL 2, 1998**

MOTION duly made by Ms. Zink,, seconded by Ms. Raffel, and carried to approve the Minutes of the Benefits and Services Committee meeting of April 2, 1998.

III. **ANNOUNCEMENTS**

There were no announcements.

IV. **CLIENT ADVISORY COMMITTEE MEETING BRIEFING**

Ms. DuCray-Morrill and Mr. Hough presented this item. Ms. DuCray-Morrill reviewed the purpose, structure and general information in regards to the Client Advisory Committee (CAC) and written materials were included with the summary. The following subjects were discussed at the May 6, 1998 meeting of CAC: Summary of legislation; construction of annualized pay raises; Bulletin article on Annual Statements; AB 1122 (implementation of minimum standards); provisions of SB 2126; overtime and summer school; and a proposal to purchase air time (non-qualified service).

Ms. Carlson wanted the Board to be aware of the tremendous job of Mr. Hough in chairing the CAC.

V. **WARRANT STUB MESSAGE – JUNE 1, 1998**

Mr. Carter presented this item.

VI. **LEVEL OF SERVICE STANDARDS**

Mr. Carter presented this item. The objective to answer 95 percent of all calls within three minutes was met for the first time. There were 18,000 calls answered, second highest in history, and this goal was accomplished with a significant number of vacancies. In addition, the queue time was down to 32 seconds.

VII. **OPPORTUNITY FOR STATEMENTS FROM THE PUBLIC**

There were none.

ADJOURNMENT

There being no further business to conduct, Chairperson Bodle adjourned the meeting at 9:23 a.m.

James D. Mosman, Chief Executive Officer
Secretary to the Teachers' Retirement Board

Yvonne Gallegos Bodle, Chairperson